PHASE 2 - FINANCIALS
FREQUENTLY ASKED QUESTIONS

12.1.2021

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General Information

We currently use numbering, or Doc IDs, to identify certain information used in sorting, reporting, routing, etc. Will we have this capability in Workday or is automatic numbering the only option?
Workday utilizes a sequence generator to number documents automatically. Other options are available to enter additional information needed, such as Worktags or Memo fields.

Business Assets

Can the business asset tracking module be used for non-capital assets like computer hardware/software as well as assign the equipment to staff?
Yes - Workday allows you to track expensed (memo) assets as well as assign the equipment to staff members. If the asset cost does not meet the Capitalization rules set by the GAAP team, you can still register the asset and mark it as an 'Expensed' asset (vs 'Capital asset').

Will I be able to run reports by a user/staff person assigned to business assets?
Yes - The Workday-delivered Find Assets report provides search options for assets assigned to specific user(s).

Customer Accounts

Is there a 1099 address for customers that is separate from the other addresses on the Customer Invoice Event?
Customer and Supplier Accounts are separate entities in Workday. This is a key difference between Workday and I/3.

Can an invoice be sent to other state agencies through Workday?
Yes - Details on how the State will use the intercompany functionality are still being determined. More information will be provided in the future.

Can you apply an overpayment to an invoice?
Yes - When an invoice payment is recorded in Workday, it can be flagged as an overpayment for reporting purposes. The remaining balance can be applied on the Customer Account and/or refunded.

Can we print batch statements in Workday?
Yes - Print runs can be automated and run in batches.

Is there a way to email a Customer statement rather than printing?
The Print run generates a PDF, which can then be emailed via a separate task with the corresponding Business Process.

At what point is a deposit recorded as revenue?
A deposit is recorded as revenue when the Treasurer's Office approves it at the end of the process.

Can you add multiple addresses to a vendor or customer in Workday?
Yes - You can enter multiple addresses in Workday.

Grants

What is the difference between Grant ID and Award #?
The Grant ID is not typically the same as the Grant Award #. The Grant ID in Workday behaves the same way as the program code in I/3. For example, today in I/3 you would assign a program code to federal funds. The Grant ID is the four digit code that relates to a specific Grant Award #, but is not the full award number. It is the code put on the individual claims/draws that tie to the overall award.

Does the award schedule allow for the close-out period which extends past the performance award project activity period?
The award schedule is the period of performance. Validations can be built for +30, +60, +90 days on the financial transactions themselves to add any restrictions or warnings. In addition, when you set up the award schedule you can also include a period specific for the post award (post contract) spend. For example, a current award has a contract end date of 6/30/2022, but there could be a separate period on the award schedule extending to 9/30/2022 for the post award spend. There is a flag on the award schedule that allows you to specify the contractual periods.

If a grant award receives a no-cost extension, can the award schedule end date be modified?
Yes - You would submit an amendment in Workday to extend the dates.

Integrations

How will Workday handle multiple addresses and locations of the same supplier?
Workday will use a Supplier Reference ID on Supplier Record.

When will State of Iowa employees get access to Workday Dev and Test environments?
The functional workstreams and test leads will provide access to confirmed functional testers for Unit Testing in mid December through February. Additional End to End and User Experience Testing will be held later in 2022.

What is the plan for Secure File Exchange with OCIO?
OCIO will provide integrating agencies with SFTP credentials prior to the testing phase of the project to send/retrieve layouts. All files must be PGP encrypted.

How will the payment reconciliation process work for miscellaneous and supplier payments?
Integrating agencies can review Workday Reports to Find Payment statuses for supplier payments. Vendor Payment Portal (VPP) will stay with Workday Financials.

How will the accounting codes get mapped from existing codes to new codes?
The source system will need to send Workday values on integration. A crosswalk will be provided for integrating agencies to map to legacy values.

Procurement

Can purchase authorizations be restricted to certain cost centers only within a company?
Yes - Restrictions can be made on several factors including Company, Cost Center, Project, Grant (Other Worktags), and even Spend Category or Commodity Code.

If Service Contracts are entered both as Services and Goods, would a similar report be able to be obtained in Workday with this mixed approach?
Yes - Workday will have multiple reporting tools and is able to create custom reports based on reporting requirements. From the Contract itself, you are able to view goods and service purchase order information along with its supplier invoice information.

Will multi-year service contracts be handled as they are currently by creating a Corrective Document Expenditure (CDE) during the hold-open period to move the future year amount to the next fiscal year? In Workday, can we split these into each applicable fiscal year when the invoice is entered?
Transaction documents like Purchase Orders (POs) against these contracts will roll forward. If a purchase order was issued to a supplier in 2021 but received in 2022 fiscal year, Workday still allows for receiving and invoicing against that PO when rolled forward to the next fiscal period. This roll forward process can be scheduled or automated.

Will the Purchase Order (PO) be issued to the email address on the supplier record, or can this be edited on a case by case basis?
If the PO Issue Option of Email is selected the email address indicated on the Supplier Record will be used to issue the PO. However, Workday can capture multiple email addresses for a supplier for an agency to indicate which email address they issue their purchase orders to for that supplier.

If the supplier responds to the issue email, who does it go to? I want them to have my email for questions.
A default email address for each agency can be set up for suppliers responding to POs.

When we are looking at the Purchase Order (PO) are we going to see all agencies or only our own?
Workday has the ability to constrain this document by Company, meaning each agency can only see its own POs. Security rules for viewing POs are being developed.

Will we have the option to number the Purchase Order ourselves or is it only going to be automatic numbering?
Workday utilizes a sequence generator to number its Purchase Order documents automatically.

Does the requisition number carry through to the Purchase Order or are they two different numbers?
If the Requisition creates a PO and then a Supplier Invoice, each document will be linked via a clickable link for easy tracking and viewing of each document. Each transaction type (Requisition, Purchase Order, Supplier Invoice) in Workday stands alone for its numbering sequence. However, there are instances where a PO can be created without a Requisition which creates this difference in numbering between Requisition, Purchase Order, and Supplier Invoice.

Who adds the invoice in Workday?
Typically an accounts payable employee will enter a supplier invoice in Workday. Workday also utilized a Supplier Invoice Request which is a self-service process for field staff to create a Supplier Invoice to route to Accounts Payable for approval.

Does the Requisition replace the services Pre-Contract Questionnaire (PCQ) form entirely as the place to note financial information?
No - The Requisition will gather appropriate information needed to create the Solicitation in Jaggaer. The PCQ will take place in the Jaggaer Solicitation Business Process.

We generally start with an existing Master Agreement and copy forward to either a Delivery Order (DO) or Payment Request Commodity (PRC). Examples would include monthly Verizon invoices or ordering software from Insight. Will we still be able to do this?
Yes - You are able to create Purchase Orders (POs) in Workday from a Supplier Contract. DO and PO in I/3 will be POs in Workday. You can also set up a PO or Invoice schedule based on a Supplier Contract in Workday to automatically generate these documents and start the approval process for each document type.

Can multiple invoices be noted?
Yes - You can create multiple invoices against one purchase order in Workday and each of those Invoices will be linked/referenced on the Purchase Order in Workday. The Purchase Order will reflect partially invoiced in the status until it has been fully exhausted.

Can you explain what an Advance Shipment Notice is?
An Advance Ship Notice or Advance Shipping Notice (ASN) is a notification of pending deliveries, similar to a packing list. It is usually sent in an electronic format and is a common EDI document. Electronic Data Interchange (EDI) is the concept of businesses electronically communicating information that was traditionally communicated on paper, such as purchase orders and invoices. Technical standards for EDI exist to facilitate parties transacting such instruments without having to make special arrangements. The ASN can be used to list the contents of a shipment of goods as well as additional information relating to the shipment, such as order information, product description, physical characteristics, type of packaging, markings, carrier information, and configuration of goods within the transportation equipment.

Projects

Can you attach documents to the status to explain why they are in that status?
You can attach documents to the project level, but they are not attached to a specific status, but to the project itself. More documents can be added as the project status changes.

Can you associate a project to all employees in your agency?
Yes, a rule can be created for all employees in an agency to enter time to a specific project.

Can you add more than one Cost Center, Program, etc., if you want a list of available worktags for that project?
Only one worktag per worktag type is allowed as a Related Worktag (so only one Cost Center) but worktags can be changed at the expenditure / revenue transaction level to accomplish things like split funding.

Supplier Accounts

Is the Supplier Invoice Request Business Process (BP) the process departments use to route internally for approvals from Bureau Chiefs and cost center Managers?
Yes - Agencies can utilize the Supplier Invoice Request for end users to route a payment request through internal approvals. Alternatively, the Supplier Invoice process can also route through internal approvals, but would be initiated by an Accounts Payable employee/specialist.

Are vendor numbers still valid? Will we be able to search by vendor number?
Legacy Vendor ID will convert to Workday. The new sequencing for new vendors in Workday might change, and we are still determining that process. Creating a supplier/vendor record in Workday will follow the same process as today. Users will initiate the process, and SAE will approve the vendor after vetting through the IRS. For security purposes, users can look up vendors but cannot see full TIN numbers or bank account numbers if EFT is set up.

Will the approvals be customizable or will they be standardized?
Agency workflows may vary depending on staff responsibilities and internal approvals. Some agencies have more staff than others and may want more or fewer approvals. However, there will still be some standardization such as "signatory" and "pre-auditor."

Is there a master list of spend categories?
Yes - The FDM team is finalizing this list.

Will we be able to split between spend categories?
Yes - You will be able to split the payment into multiple accounting lines.

Can a high level approver reject a transaction and send back to a certain lower level approver, or does it have to go all the way back to the requestor?
An approver can send back a transaction, along with the reason, to anyone previously in the business process.

If we pay a supplier invoice but it doesn't get tied to an existing Purchase Order (PO), do we delete the PO or can it be done after the fact?
While creating a Supplier Invoice, it should be attached to the PO in Workday. If the Supplier Invoice is paid you can no longer attach it to a document that resides in Workday. You will then need to close the open PO and make a notation on the Supplier Invoice.

Will auditors have access to all of the associated dates - order date, product received date, invoice received date, entered date and paid date?
Yes - Workday has a "Financial Auditor" security role that is meant for this purpose and we expect auditors to have the same access they do today in I/3. This security role has broad view access to see dates across transactions.

Training

What training can employees expect for Phase 2: Workday Financials?
A variety of methods will be used to train those who will be involved in financial and financial-related transactions in Workday. More details will be provided in the future.